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Section 2 General Information

CONTRACT OVERVIEW

The intent of the USACE Novell MLA Contract is to provide each Site **Site in this document refers to any USACE office or subordinate activity** within USACE the most cost effective and expeditious means of acquiring and maintaining Novell, Inc. networking and applications software products. Through the contract, Novell products can be purchased by a Site on either a "per node" or traditional "per copy" basis under the terms and conditions of the Novell Master License Agreement (MLA).

The product listing incorporated into the contract includes all software products and software maintenance services offered by Novell. In addition, access to Novell Authorized Education Center (NAEC) training services is provided by CPI in the technical Services section of the contract.

Benefits to Site activities in utilizing the contract for all Novell software and software maintenance requirements include:

- ☐ access to Novell networking and applications products at the most aggressive price points available;
- ☐ utilization of a "per node" licensing scheme for Novell products that results in a fixed price per user regardless of the number of network servers;
- ☐ software maintenance for Novell products that will insure consistent software version levels for Novell products implemented across the enterprise;
- ☐ access by authorized USACE technical personnel to Novell's 24 hour Hotline support;
- ☐ reduced network administration costs through the ability to maintain a homogeneous network operating system throughout a Site;
- ☐ the ability of a Site to deploy software "on the fly" via distributing software from the Novell software Master Disks;
- ☐ access by Sites to the Novell Support Connection Library, providing monthly updates to software (i.e. patches) and helpful technical information regarding the installation and configuration of Novell products;
- ☐ immediate access to the latest versions of Novell networking and application software
- ☐ access to pre-releases of Novell products for testing prior to implementation and/or ordering through the Novell Software Connections Library, (NSCL), and

- access for systems developers to Novell Enterprise Solution Services and Novell AppNotes and Developers Notes subscription services for technical information critical for implementing enterprise networks and distributed information systems Sited on Novell products.

CONTRACT SCOPE

The contract is a firm-fixed-price, indefinite delivery, indefinite quantity contract with Communications Products, Inc. (CPI) of Indianapolis, Indiana. The contract represents a Master Licensing Agreement for Novell software, maintenance, and specialized technical support services. This contract is open to all U.S. Army Corps of Engineers Command and Subordinate Activities..

CONTRACT PERIOD OF PERFORMANCE

The Site period of performance for this contract is one year from date of award, with two (2) 1 year option periods, or until the maximum dollar threshold of \$2.8 million is met, whichever comes first.

UPDATES TO PRODUCT AND CONTRACT INFORMATION

Throughout the performance of the contract, the Ordering Guide will be a "living document". Updates to the Ordering Guide will be made available to all appropriate USACE technical personnel and Site Coordinators via the Omaha District Internet Home Page. In addition, pertinent technical product announcements will be made available at Novell's homepage, www.novell.com and CPI's homepage, www.commprod.com.

Any suggestions to improve these Ordering Guidelines should be sent to the designed USACE Contract Specialist or CPI ACO.

Novell Buyer's Guides will be distributed via regular mail to all Site Coordinators. These guides provide comprehensive information regarding all Novell networking, utility, and application software products.

Access to the latest contract and product information is also provided to USACE through the Omaha District Internet Home Page. The address for the Home Page is <http://wwwcemro.mro.usace.army.mil/html/im/novlmla.htm>.

Section 3 Points of Contact (POC)

Phone/Address

USACE - OMAHA, NE

215 N. 17th Street
Omaha, NE 68102-4978

Contract Specialist	Janice Cook	(402) 221-4118
Alternate Contract Specialist	Leigh Ann Lucas	(402) 221-4854
Contracting Officer's Representative	Doug Hemsley	(402) 221-3036
Contracting Officer's Technical Representative	George Keele	(402) 221-3039

COMMUNICATIONS PRODUCTS, INC.

7301 East 90th Street, Suite 111
Indianapolis, IN 46256
Fax: (317) 842-0278

USACE Hotline:		(317) 596-7940
MLA Program Manager	Beth Fuson	(317) 595-7895
MLA Program Assistant	Carla Kraus	(317) 596-7980
Contract Administrator	Susan Covert	(317) 596-7903

NOVELL

122 East 1700 South
Provo, UT 84606

Novell Sales Representative for the USACE MLA	Ed Hicks	(703) 713-3524
Technical Support This number is for authorized personnel only. A PIN number will be required.		(800) 255-2707

Site Coordinators

The Site Coordinator is the individual who signs the GLA (Government License Agreement) and will be the point of contact within each Site, responsible for receiving and disseminating contract and product information within the organization as well as coordinating ordering and receiving for the Site. These responsibilities will include providing information about the Novell Products currently in use as well as projected future purchases, as well as assuring compliance with the GLA.

Internet Information

The Omaha District has constructed a World Wide Web (WWW) site to support this contract. The Omaha District home Page will be used as a common point for information regarding the contract for the Ordering Guide and the Novell CLIN/Pricing information. Critical information that requires immediate dissemination will be available on the Home Page, but notification of changes will also be distributed promptly through the Site Coordinators. The Omaha District changes will also be distributed promptly through the Site Coordinators. The Omaha District Internet home page is the only source for updated information regarding the contract.

The CPI Home Page will contain information regarding products and services available from CPI and Novell. The CPI Home Page will also contain information regarding new Novell product releases and other promotional offerings. Pricing information will not be available on the CPI WWW page.

Omaha District Home Page Address:

<http://wwwcemro.mro.usace.army.mil/html/im/novmla.htm>

CPI Home Page Address:

<http://www.commprod.com>

Novell Home Page Address:

<http://www.novell.com>

CPI E-mail Addresses:

Beth Fuson
CPI MLA Program Manager

bfuson@commprod.com

Carla Kraus
CPI MLA Program Assistant

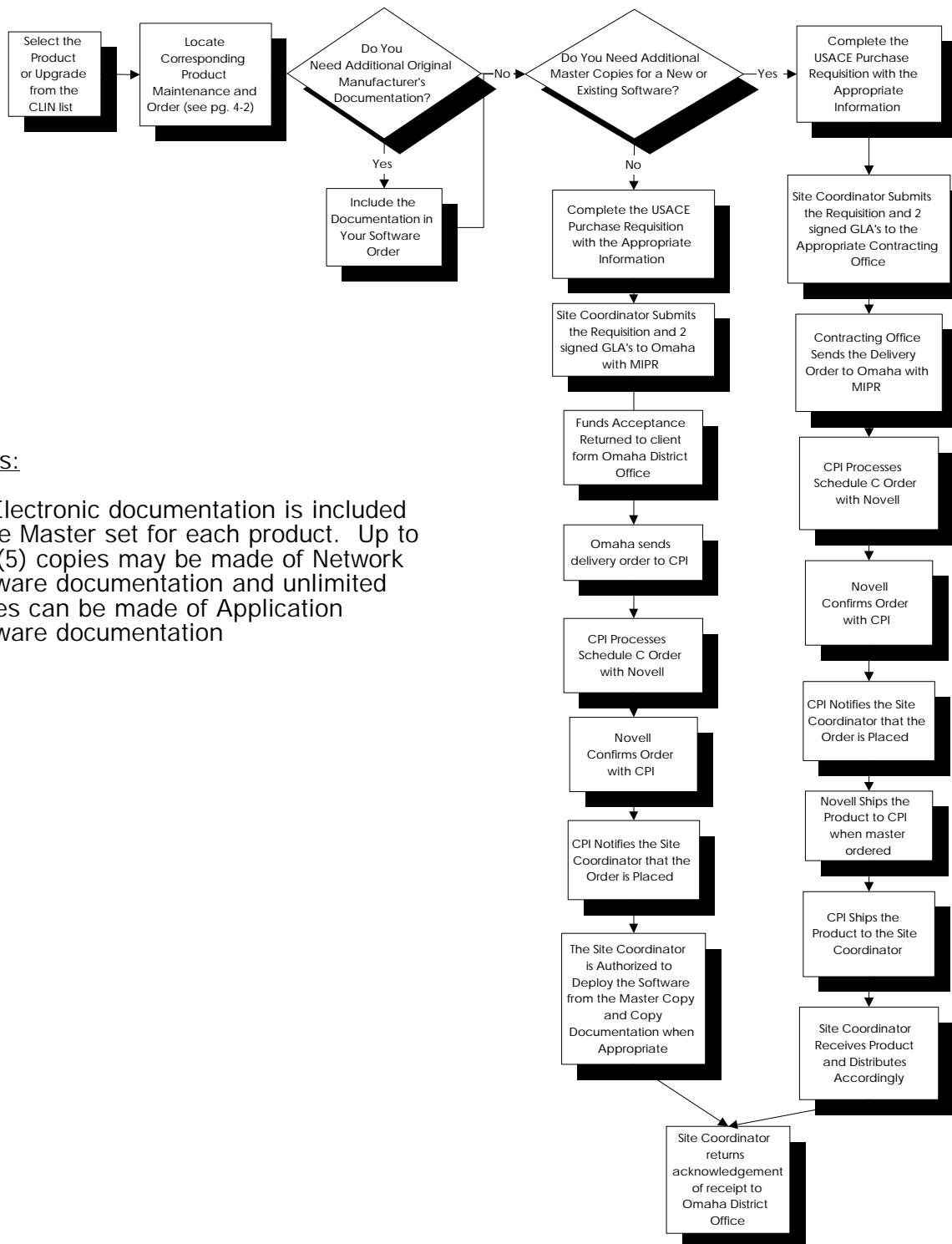
ckraus@commprod.com

Susan Covert
CPI Contract Administration

scovert@commprod.com

Section 4 Ordering Procedure

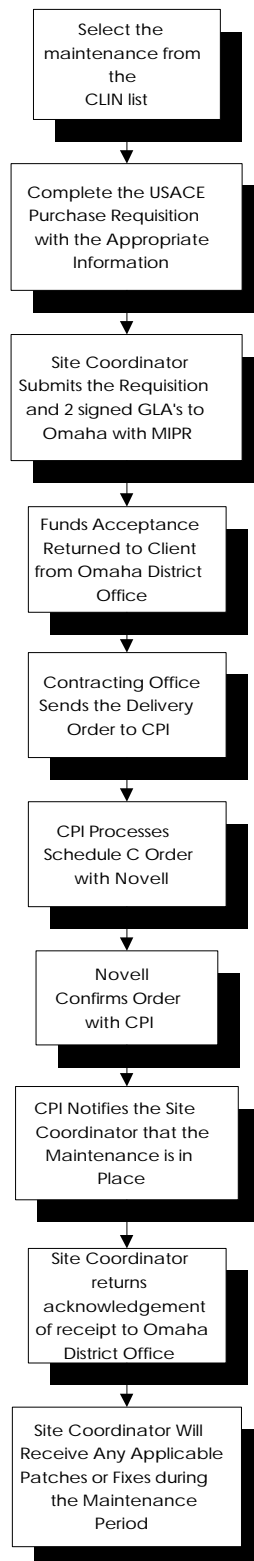
Software Ordering Procedure Flowchart



Notes:

1) Electronic documentation is included in the Master set for each product. Up to five (5) copies may be made of Network Software documentation and unlimited copies can be made of Application Software documentation

Maintenance Ordering Procedure Flowchart



Ordering Procedures

All Delivery Orders under this contract will be issued by the Omaha District Corps of Engineers, Contracting Division (CENWIO-CT), 215 North 17th Street, Omaha, Nebraska 68102-4978.

The authority for any action issued against this contract is the sole responsibility of the Contracting Officer, Omaha District.

The total amount of the contract is not to exceed \$2,800,000.00. Minimum Delivery Order amount is \$1,500.00.

Ordering Procedure Details

1. Product numbers given in the CLIN list are those assigned under the MLA and must be used as opposed to the Open Market product numbers. Ordering a master CLIN 0001AA is recommended to have on hand at deployment location.
2. Remember each application or software product ordered must also include the maintenance for that product. The CLIN list in Section 7 of this guide is set up to show the maintenance for the specific item directly following its listing.
3. The Contracting Office will complete the necessary Delivery Order form and submit the additional reporting requirements as outlined in the General Information Section.
4. Novell requires completion of the Attachment 1, Government License Agreement (GLA) for product and/or software to process an order. Two original signed GLA's will be required for the initial Site order, and a copy of the GLA with subsequent orders. CPI will complete the Attachment 1 required to initiate an order through Novell. Tracking of the specific order through Novell's system can begin at this point.
5. Novell will confirm the order with CPI.
6. CPI will notify the Site Coordinator that the order is being processed.
7. If the order is for master copies of software, Novell ships the product to CPI.
8. CPI prepares and packages the product and ships it to the Site Coordinator.
9. Site Coordinator receives the product and distributes accordingly.
10. If the order is authority to copy software or add to additional users, the Site Coordinator will be notified with the authority to make the additional copies of the software.
11. When the Site Coordinator has either been notified to copy software or actually receives the specific software, a receiving report must be completed to acknowledge said receipt. CPI typically uses a DD Form 250, Material Receiving and Inspection Report. The DD250 will be provided with shipment of the software or faxed to the Site Coordinator when there will not be a shipment.

Time For Delivery

Each Delivery Order issued contains the following delivery schedule:

- a. The Contractor shall furnish copies of licensed software, updates, upgrades, additional master disks, documentation, and other product deliverables acquired under this contract to the USACE within 30 days upon receipt of a properly executed Delivery Order.
- b. Updates/upgrades shall be shipped to users of licensed software acquired under this contract as Novell MLA Distribution makes product(s) available to CPI.
- c. Electronic documentation issued on a periodic basis shall be ready for delivery on the date of publication from Novell's homepage at www.novell.com.
- d. Product support and other support services performed at the individual Site shall be available for utilization by the customer. Specifics will be handled on a case by case basis. (See CLIN Series 0030 and 0042-0043.)

Place Of Delivery

The place of delivery must be specified on each Delivery Order. A requisitioning point of contact, fax number and email address should also be included. Supplies will be FOB destination unless otherwise stated in each Delivery Order.

CPI ORDERING REQUIREMENTS

Any U.S. Army Corps of Engineers Command and Subordinate Activity wishing to utilize this contract must comply with the requirements stated in the Special Contract Provisions and this Ordering Guide.

To purchase items under this contract, the requesting site will send a MIPR and required attachments to:

Omaha District Corps of Engineers
Attn: CENWO-RM-B
215 North 17th Street
Omaha, Nebraska 68102-4978

The MIPR is to contain the following information:

- ☐ One Line Item for the entire amount of the purchase.
- ☐ Each request must include the 2% Omaha District Management Surcharge.
- ☐ The requesting activity will designate a Site Coordinator who will be the point of contact for all actions relating to the acquisition. Site Coordinator name, phone number, and complete shipping address are required.

The following attachments are required for each order

- ☐ Breakdown of the CLIN numbers (including the Omaha District Surcharge CLIN number), Description, Quantity and Price of your order with both the contract number and the latest contract modification number (On first page of Contract Pricing Schedule).
- ☐ Approved Requirement Statement. Each site must complete an Information Resource Management (IRM) or Life-Cycle Management (LCM) document or furnish an approved Requirements Statement (RS) for each order.
- ☐ A Government License Agreement (Attachment 1). Each site will be required to submit two signed originals with initial order, which covers subsequent Site orders.

All Delivery Orders issued against this contract will utilize the SF 1449 and are subject to the terms and conditions of this contract. The contract shall control in the event of conflict with any Delivery Order.

The Omaha District Contracting Office will assign a unique order control number to each Delivery Order for tracking purposes.

The information contained in the Delivery Order, with respect to labor categories, labor hours and delivery date for services shall be the result of the negotiated agreement reached by the parties in advance of issuance of the Delivery Order.

An appropriate Wage Determination will be requested from the Department of Labor for each Delivery Order associated with service Line Item(s)/CLIN(s) over \$2,500.00.

The Omaha District Contracting Office will provide a signed copy of a Delivery Order to the Contractor prior to any work being accomplished. The Contractor is not authorized to commence with any action under this contract without a signed Delivery Order in hand.

Upon issuance of a Delivery Order, the Omaha District will send a copy of the order to the designated Site Coordinator for their activity.

Payment will be made by the payment office annotated on the face page of the Delivery Order. No invoices will be processed by the payment office without identification of the applicable Delivery Order's unique order control number. Invoices will be completed in accordance with FAR 52.232-25, Prompt Payment.

In order to process delivery orders against this contract, CPI requires the following information:

1. Date of Order
2. Contract Number
3. Delivery Order Number
4. Accounting and Appropriation Data
5. Payment Office
6. Requisitioning Office
7. Requisition No./Purchase Authority
8. Shipping Address including a Contact Name and Phone Number
9. Required Delivery Date
10. CLIN Number for Each
11. Quantity of Each Item Item Ordered
12. Novell Model Number for Each Item Ordered
13. Description of Each Item Ordered Ordered
14. Price of Each Item Ordered
15. Contract modification number (On first page of Contract Pricing Schedule)
16. Two signed original Government License Agreements (GLA) with initial order, or a copy of existing GLA with subsequent orders
17. Authorizing Signature (i.e. Contracting Officer)

Section 5 Frequently Asked Questions (FAQ's)

Q: When purchasing new licenses or upgrades to licenses under this contract, am I always required to purchase maintenance for the product?

A: Yes

Q: What is the difference between a Novell systems product and a Novell application product?

A: Novell systems products are listed in CLINs 0001 through 0007 and include Novell Operating System, UNIX Connectivity, NetWare Services, NetWare Communications, Desktop System, Network Management, and NetWare Messaging products.

Novell applications products are listed in CLIN sections 0008 through 0013 and include Novell PerfectOffice Applications Suites, Novell Presentations, Pro, Novell GroupWise Messaging, InForms Electronic Forms, SoftSolutions, and Novell application utility products.

Q: How do I upgrade a current license of a Novell systems or applications product to the most current version?

A: Novell systems products (CLIN groups 0001AA through 0007AR) require the purchase of an upgrade when moving from an existing version to the most current version when the upgrade is a major change (i.e. Novell NetWare v3.12 upgraded to NetWare v4.1). Similar to when purchasing new per node licenses, the purchase of a per node upgrade to a Novell systems product must also be accompanied by the purchase of maintenance for that upgraded node. Maintenance for Novell systems products will provide for minor version updates (i.e. NetWare v4.02 to NetWare v4.1).

Maintenance for Novell applications products includes a one-time upgrade to the current revision level and "upgrade protection" that continues to provide upgrades and updates on an on-going basis. As an example, a customer with an installed Site of licenses for GroupWise 4.1a wishes to upgrade to the current version of GroupWise 5 would need to purchase maintenance for the existing 4.1a licenses. This purchase of maintenance provide the upgrade to 5.0 and ongoing updates and enhancements as made available by Novell through the end of the maintenance period.

Q: What is the difference between an upgrade and an update?

A: An upgrade is a revision of the software released by Novell to add new and different functions or to increase the capacity of the software to process information. Upgrades do not include the release of a new product.

An update means a fix released by Novell to correct operational defects (program bugs) in the software.

Q: What is the maintenance period listed throughout the CLIN list of systems and applications products?

One year or prorated to bring the maintenance current with the effective MLA contract date.

Q: What are the upgrades that are referenced in CLIN groups 0008AA through 0013AI for Novell application products?

A: The upgrades listed in these CLIN groups refer to competitive upgrades. A competitive upgrade is offered for users wishing to move from a non-Novell application product (i.e. Divenchy to GroupWise

Q: When should I order documentation?

A: Original Novell documentation will accompany the Site's initial order for a software license for a specific product in that products Master Set of disks and documentation. If you are ordering additional nodes of an existing master license, you will need to order copies of the manufacturer's documentation if you require original sets. Documentation can, however, be copied from the initial Master Set. Up to five (5) copies of network software documentation and unlimited copies of application software documentation can be copied from the original Master Sets.

Section 6 Technical and Training Services

ADP Services

Introduction:

This schedule offers both Hourly (time and material) Sited and custom Packaged ADP Services.

Packaged Services

911 Emergency Network Response

Urgent LAN Doctor Service

For emergency network service, CPI shall dispatch a Network Doctor (Senior Network Engineer) within four hours in Indianapolis, Indiana, or the next business day in the Continental U.S. (CONUS). Network Doctor shall be equipped with a Network General Sniffer, a portable network fault and performance management tool, developed to analyze network activity and identify problems on multitopology, multiprotocol networks, and/or Novell LANalyzer to troubleshoot and diagnose customers Local Area Network and provide network consultation.

A follow-up written report shall be generated detailing what was found, what steps were taken, and any recommendations from CPI's Network Doctor and Engineering staff.

Urgent LAN Doctor Service:

CLIN # 0043AA

for first 8 hours service.

Each additional 8 hours add:

CLIN # 0043AB

Pricing includes travel & per diem CONUS.

Scheduled LAN Doctor Service

For scheduled network service, CPI shall dispatch a Network Doctor within a two week response time in CONUS. The Network Doctor shall be equipped with a Network General Sniffer and/or Novell LANalyzer to troubleshoot and diagnose customers Local Area Network and provide network consultation. A follow-up written report shall be generated detailing what was found, what steps were taken, and any recommendations from CPI's Network Doctor and Engineering staff.

Scheduled LAN Doctor Service:

CLIN # 0043AC

CLIN # 0043AD

Pricing includes travel & per diem CONUS.

Network Troubleshooting & File Analysis

For non-urgent network service of Ethernet Local Area Networks CPI can schedule a Sr. Network Engineer certified in Novell Intranetware or other network operating systems as required. The Sr. Network Engineer shall assist the customer's staff in the operation, troubleshooting and analysis of the local area network system using remote tools from CPI's site.

Network Analysis: CLIN 0043AE

Network Health Check

As a preventative maintenance service a CPI Network Consultant shall perform a network health check designed to provide a full accounting of the status, data and processes within the customer's local area network. Network Health Check includes preliminary network analysis, data collection and a comprehensive report.

The Preliminary Network Analysis includes a survey of your existing network using mapping and network discovering software.

The Data Collection phase includes monitoring the local area network and documenting the findings. All symptoms of problems are relayed to the customer's staff.

Upon completion of the Network Health Check, reports on Network Utilization, Protocol distribution, and most active stations shall be delivered. A final report will be submitted including any problems found and recommendations as well as diagrams of the physical and logical network layout.

CLIN # 0043AF

CLIN # 0043AG

Pricing includes travel & per diem CONUS.

Certified Network Engineer Consulting Package

This package provides network consultation for planning purposes. A Network Consultant shall visit the customer's site and through consultation and surveying the existing network gather customer requirements, network status and design requirements. Deliverables include a report analyzing the existing configuration and a report detailing updating and management of the customer's network Sited on present and future network requirements. Package includes two days of on-site consultation and two days of report generation and publishing.

CLIN 0043AH

Pricing includes travel & per diem CONUS.

Registered Communications Distribution Designer Consulting Package

This package provides an evaluation of the customers current network infrastructure wiring system for planning purposes. This package includes on-site surveys and consultation followed up by a thorough engineering report describing the existing infrastructure and its compliance with industry standards. The report also includes diagrams of network infrastructure and recommendations for infrastructure upgrades. The consultation package contains two days onsite and up to two days off site plus technical writing, travel, and per diem. Deliverables include a consultative report including a description of the network, a logical drawing of the existing system, and recommended logical drawings and recommended infrastructure updates.

CLIN #0043AI

Pricing includes travel & per diem CONUS.

Registered Communications Distribution Designer Design Package

This package provides a design of customers future network infrastructure. This package includes on-site surveys and consultation followed up by an infrastructure design that includes a materials list, design drawings, and scope of work document. Design package contains two days onsite and up to two days off site plus technical writing, CAD, travel, and per diem. Deliverables include a design with a scope of work, materials list, project estimate and design drawings.

CLIN # 0043AJ

Pricing includes travel & per diem CONUS.

Hourly Sited ADP Services

Hourly Sited ADP services are Sited on Labor Categories and rates as listed below. All hourly based pricing is exclusive of travel and per diem expenses.

Labor Categories

Program Manager

Minimum/General Experience: At least ten years of progressively responsible experience in project management with focus on current telecommunications technical and business issues.

Functional Responsibility: This individual is responsible for the overall performance success of specific programs and contracts. The Program Manager is skilled in oral and written presentation, financial analysis, and business management. Experience also includes staff management and exposure to contract administration.

Minimum Education: High School diploma required with additional technical course certification mandatory. Post secondary education in a Business related program preferred.

CLIN # 0042AA

Project Manager

Minimum/General Experience: 5 to 10 years experience in the telecommunications industry is required.

Functional Responsibility: Main responsibilities include the overall running of projects from the analysis and implementation of the design through project acceptance. The PM must be responsible for identifying material needs, laying out a clear work plan and project schedule, and defining and collecting documentation requirements. The PM must anticipate and avert potential problems as well as keep the customer informed in a timely manner concerning the status of the project. The PM must oversee the project schedule and profitability of the project as well as manage resource requirements.

Minimum Education: High School diploma, trade school is desirable, and a demonstrated ability to take initiative and responsibility to see projects be performed correctly. The PM should have attained some continuing education and training in either the technical or management field .

CLIN # 0042AB

Project Supervisor

Minimum/General Experience: 5 to 10 years experience in the telecommunications or construction industry is required.

Functional Responsibility: Main responsibilities include staffing, and running projects. The PS must be responsible for ordering all materials, laying out a clear work plan and project schedule, and defining and collecting documentation requirements. The PS must anticipate and avert potential problems as well as keep the PM informed in a timely manner concerning the status of the project. The PS must keep the project on time and project and manage resource requirements

Minimum Education: High School diploma, trade school is desirable, and a demonstrated ability to take initiative and responsibility to see projects be performed correctly, plus a demonstrated experience for 5 to 10 years. The PS should have attained some continuing education and training in either the technical or management field .

CLIN # 0042AC

Sr. Network Management Engineer

Minimum/General Experience: Must possess experience in installing HP OpenView on HP-UX or Solaris platforms, configuring HP OpenView and installing third party SNMP network management applications (i.e. CiscoWorks, Optivity, and Remedy). Must also possess excellent written and oral communication skills in order to document standard operating procedures and conduct oral presentations to IS managers.

Functional Responsibility: This position's primary responsibility is to perform basic system administration functions and design network management database structures and UNIX directory structures, trees and file structures. Other responsibilities include developing procedures for the maintenance and operation of the SNMP Network Management Station using MIB1, MIB2, and RMON.

Minimum Education: 5 + years of experience including experience with Network General sniffers.

CLIN # 0042AD

Network Management Engineer

Minimum/General Experience: Must possess experience in installing HP OpenView on HP-UX or Solaris platforms, configuring HP OpenView and installing third party SNMP network management applications (i.e. CiscoWorks, Optivity, and Remedy). Must also possess excellent written and oral communication skills in order to document standard operating procedures and conduct oral presentations to IS managers.

Functional Responsibility: This position's primary responsibility is to perform basic system administration functions and design network management database structures and UNIX directory structures, trees and file structures. Other responsibilities include developing procedures for the maintenance and operation of the SNMP Network Management Station using MIB1, MIB2, and RMON.

Minimum Education: 1-4 years of experience including experience with Network General sniffers.

CLIN # 0042AE

Sr. Telecommunications Engineer

Minimum/General Experience: 8-10 years experience in the telecommunications industry with proven track record for telephony integration.

Functional Responsibility: Assist in Pre/Post sales support efforts, telephony configurations, pricing, and initial walk-through, as required. Will work closely with service to ensure that all proposals involving labor delivery, will be reviewed and approved by operations prior to being delivered to the customer.

Minimum Education: Bachelors Degree in a related field, Masters Degree Preferred.

CLIN # 0042AF

Telecommunications Engineer

Minimum/General Experience: Minimum 8 Yrs. Experience in telecommunications products. In depth knowledge of telephony related products/features etc. Also must possess basic PC skills.

Functional Responsibility: Install and maintain telecommunications systems. Conducting site surveys in order to assess customer needs and applying the latest telecommunications solution to meet the client's requirements.

Minimum Education: High school graduate with Nortel certification.

CLIN # 0042AG

Sr. Network Engineer

Minimum/General Experience: 5-8 years applicable experience in project design and implementation in large LAN/WAN environments. Must possess excellent organizational, presentation and interpersonal skills as well as excellent written communication skills. A network Engineer will possess a wide background of experience in areas such as Windows, word processing, spreadsheet, project management, database software, and hardware troubleshooting skills encompassing PCs, servers, raid arrays, HSM, tape subsystems, hubs, NICs, routers.

Functional Responsibility: Expectations include extensive project-level design, conversion, implementation and supervision of installations of NOS (Network Operation Systems), including NetWare or NT. The ability to assess server and other hardware requirements, software upgrades, backup methodology, infrastructure capacity, network protocols, and routing/switching/bridging and how they interact are all key skills.

Minimum Education: High School graduate required with specialized training and certification in data networking. Bachelors degree in Computer Science, Electrical Engineering or Business a plus.

CLIN # 0042AH

Network Engineer

Minimum/General Experience: 3-5 years applicable experience in project design and implementation in large LAN/WAN environments. Must possess excellent organizational, presentation and interpersonal skills as well as excellent written communication skills. A network Engineer will possess a wide background of experience in areas such as Windows, word processing, spreadsheet, project management, database software, and hardware troubleshooting skills encompassing PCs, servers, raid arrays, HSM, tape subsystems, hubs, NICs, routers.

Functional Responsibility: Expectations include extensive project-level design, conversion, implementation and supervision of installations of NOS (Network Operation Systems), including NetWare or NT. The ability to assess server and other hardware requirements, software upgrades, backup methodology, infrastructure capacity, network protocols, and routing/switching/bridging and how they interact are all key skills.

Minimum Education: High School graduate required with specialized training and certification in data networking. Bachelors degree in Computer Science, Electrical Engineering or Business a plus.

CLIN # 000042AI

Network Technician

Minimum/General Experience: One to three years experience with various network hardware and software.

Functional Responsibility: This individual is responsible for cable plant installation, workstation configuration, software installation, and workstation level troubleshooting.

Minimum Education: High School education required with post secondary education in the technical/computer field preferred.

CLIN # 0042AJ

Network System Administrator

Minimum/General Experience: At least three years experience in a systems administrator role, preferably with exposure to a variety of hardware and software implementations.

Functional Responsibility: This individual will be able to provide primary level hardware and software support to end users. This person will also be primarily tasked with regular system administration duties such as backup, error log analysis, system tuning, and system troubleshooting.

Minimum Education: High School education required. Post secondary school certification preferred.

CLIN # 0042AK

Sr. Fiber/Cable Engr. Technician

Minimum/General Experience: Demonstrated experience for over 4 or 5 years and the ability to take initiative and responsibility to see projects be performed correctly.

Functional Responsibility: Main Responsibilities include installation, fastening, labeling, terminating, and testing data and voice cables. Additionally, senior cable technician must be capable of operating power tools, drills, saws, corers as well as some heavy equipment in the performance of his duties. The technician must be responsible for documentation, reading, red lining and drawing prints detailing building layouts, drop locations, telecom closet and patch panel locations. Additional test documentation must be complete and properly labeled. The senior technician must be capable of running a large crew and large projects, while managing resources

Minimum Education: High School diploma, trade school is desirable

CLIN # 0042AL

Fiber/Cable Engineering Technician II

Minimum/General Experience: Demonstrated ability to take initiative and responsibility to see projects be performed correctly, plus a demonstrated experience for over 3 years.

Functional Responsibility: Main Responsibilities include installation, fastening, labeling, terminating, and testing data and voice cables. Additionally, senior cable technician must be capable of operating power tools, drills, saws, corers as well as some heavy equipment in the performance of his duties. The technician must be responsible for documentation, reading, red lining and drawing prints detailing building layouts, drop locations, telecom closet and patch panel locations. Additional test documentation must be complete and properly labeled. The senior technician must be capable of running crew and small projects.

Minimum Education: High School diploma, trade school is desirable.

CLIN # 0042AM

Fiber/Cable Engineering Technician I

Minimum/General Experience: Demonstrated experience for over 1 year.

Functional Responsibility: Main Responsibilities include installation, fastening, labeling, terminating, and testing data and voice cables. Additionally, cable technician must be capable of operating power tools, drills, saws, corers as well as some heavy equipment in the performance of his duties. The technician must be responsible for documentation, reading, red lining and drawing prints detailing building layouts, drop locations, telecom closet and patch panel locations. Additional test documentation must be complete and properly labeled.

Minimum Education: High School diploma, trade school is desirable.
CLIN # 0042AN

Sr. Telecommunications Engr. Technician

Minimum/General Experience: Minimum 4 Yrs. Experience in Nortel telecommunications products. In depth knowledge of telephony related products/features etc. Also must possess basic PC skills.

Functional Responsibility: Install and maintain all telecommunications systems. Conducting site surveys in order to assess customer needs and applying the latest telecommunications solution to meet the client's requirements.

Minimum Education: High school graduate with Nortel certification.
CLIN # 0042AO

Telecommunications Engr. Technician II

Minimum/General Experience: 2 years experience on Nortel telephony products and basic PC skills.

Functional Responsibility: Install and maintain all telephony products and associated equipment.

Minimum Education: High school graduate with Nortel certification
CLIN # 0042AP

Telecommunications Engr. Technician I

Minimum/General Experience: Mechanical ability, 1 year experience in the construction or telephony industry.

Functional Responsibility: Assisting in installs and maintenance of telecommunications systems.

Minimum Education: High School Graduate
CLIN # 0042AQ

Technical Writer

Minimum/General Experience: At least 1 year experience in technical communications with proficiency in word processing, spreadsheet, presentation, graphics, and drawing software products.

Functional Responsibility: This person is primarily responsible for documenting source code development, user manuals for custom applications, procedure manuals, troubleshooting guides, and system administration procedures. This individual should possess at least 2-4 years experience as a technical writer focusing on developing documentation for delivery to both end users and technical personnel.

Minimum Education: Related undergraduate degree or equivalent work experience in a related field.

CLIN # 0042AR

Graphic Artist

Minimum/General Experience: At least 1 year experience in computer related graphics with proficiency in technical communications, word processing and spreadsheet software products.

Functional Responsibility: Production of graphic elements and page layouts for sales, marketing, and operations. Secondary responsibilities include production of certified reports and CAD based drawings for structured wiring or cabling documentation. The position may also include post-installation customer service support for telephony projects.

Minimum Education: Undergraduate degree or equivalent experience in a related field

CLIN # 0042AS

Sr. Training Specialist

Minimum/General Experience: Minimum 4 years experience in the telephony industry with working knowledge of Nortel product features.

Functional Responsibility: Responsibilities include, training and supporting customers on telephony products as well as developing and maintaining a training program for additional staff. Also responsible for supporting and maintaining the development of database collection and maintaining the help desk at system cut-overs.

Minimum Education: High School graduate and Nortel feature certification.

CLIN # 0042AT

Training Specialist

Minimum/General Experience: In depth knowledge of feature operation on Nortel products. Must have PC skills. Customer relations experience preferred.

Functional Responsibility: To train and support customers on telephony products . also responsible for database collection/input and maintaining the help-desk after cutover.

Minimum Education: High school graduate with Nortel feature certification.

CLIN # 0042AU

Administrative Specialist

Minimum/General Experience: 4 years experience in an administrative position. Must have be proficient in Microsoft Office software packages.

Functional Responsibility: Responsibilities are to assist the with day to day administrative functions for each department. This will include maintaining schedules (scheduling appointments, meetings, etc.), filing, assisting with all office correspondence, and recording and maintaining minutes of executive meetings.

Minimum Education: High School graduate with a post graduate education in the secretarial/administrative/business field preferred.

CLIN # 0042AV

Education Services

CPI, through its Novell Authorized Education Center (NAEC) training partner, KSM Consulting, will be offering regularly scheduled Novell certified training. Training classes will be delivered at the KSM facility in Indianapolis, IN and will also be made available for delivery at specific USACE locations.

The proposed list of Novell Authorized classes includes:

- 200 Networking Technologies
- 508 NetWare 3.x Administration
- 518 NetWare 3.x Advanced Administration
- 520 NetWare 4 Administration
- 525 NetWare 4 Advanced Administration
- 526 NetWare 3 to NetWare 4 Update
- 532 NetWare 4.1 Design & Implementation
- 802 NetWare 3 Installation and Configuration Workshop
- 804 NetWare 4 Installation and Configuration Workshop

Section 7 CLIN List

The CLIN/Pricing List is available on the Omaha District Home Page:

<http://wwwcemro.mro.usace.army.mil/html/im/novlmla.htm>

Attachment A

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Indianapolis, IN 46256-1282
Phone/Fax: (317) 576-0332 F: (317) 842-0278
Email: scovert@commprod.com
Contact Name: Susan L. Covert

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